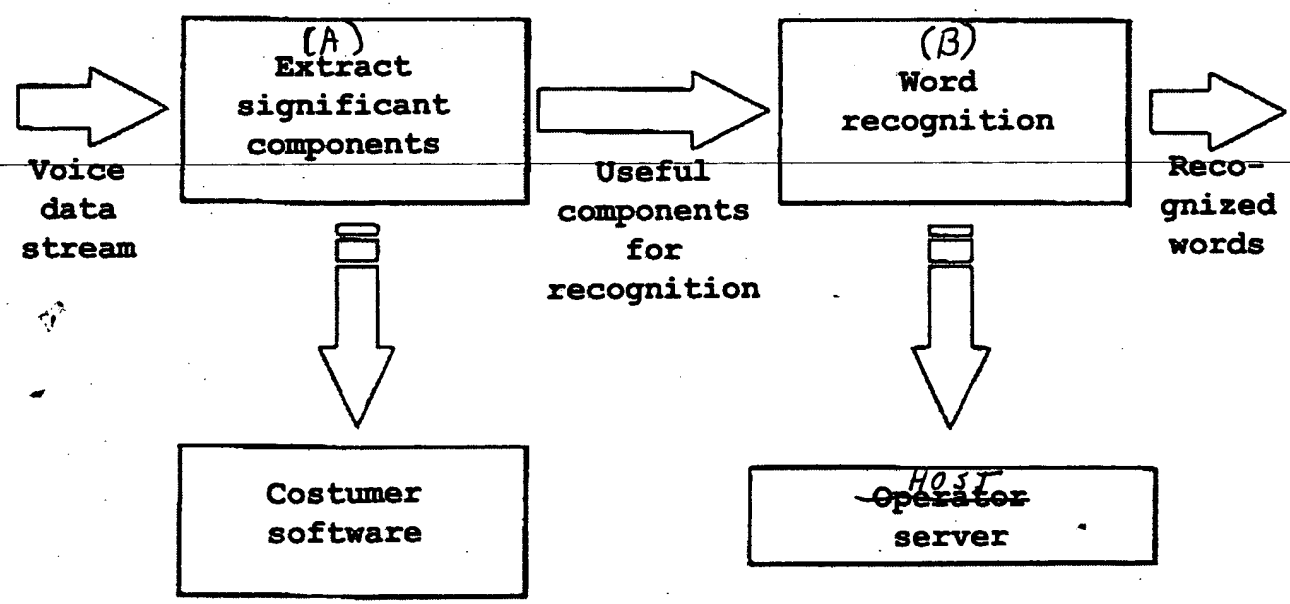


FIG. 1

FIG. 3



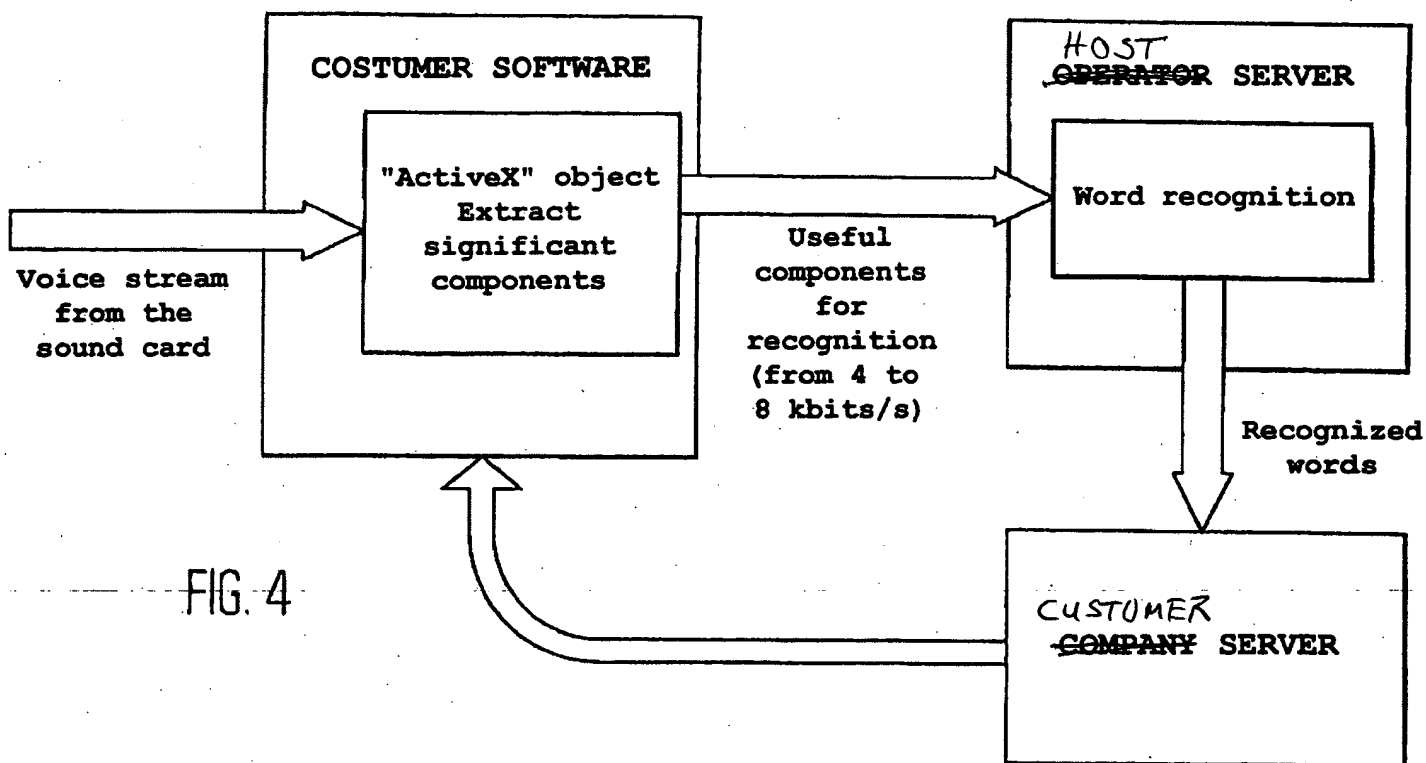


FIG. 4



HUST  
Operator  
server 11

CUSTOMER  
Company  
server 16

A

Connection request  
Call data (calling number, called number)  
→

Read sound  
(welcome\_file, stopdigit=\*)  
←

DTMF event  
("\*")  
→

Read sound  
(Do\_you\_want\_to\_order\_file?)  
←

Start\_Recognition  
(company vocabulary "yes, no")  
←

Word\_Recognition  
("yes")  
→

Read sound  
(how\_many\_parts\_file?)  
←

Start\_Recognition  
(company vocabulary "1,2,3,4,5")  
←

Word\_Recognition  
("3")  
→

Stop\_Recognition  
←

Voice synthesis  
("You have ordered three parts,  
you can hang up")  
←

Disconnect user  
→

FIG. 2